DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

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DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

OUTLINE:

- CUSTOMER SERVICES OVERVIEW
- NETWORK SYSTEMS:
  - EDI SERVICES
  - LOGISTICS INFORMATION
- HELP DESK:
  - CUSTOMER SUPPORT
  - DAASO PRODUCT / PROCESS SUPPORT

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

OVERVIEW:

- **MISSION:**
  - **PROVIDE SINGLE ENTRY POINT AND PRIMARY INTERFACE FOR CUSTOMER SUPPORT**
  - **IMPLEMENTATION AND TRANSITION OF NEW PRODUCTS/SERVICES**
  - **PROTOTYPING AND INTEGRATION OF DoD/DLA INITIATIVES**
  - **FIRST LINE OF DEFENSE**
  - **CUSTOMER ASSISTANCE WITH PRODUCTION SOFTWARE AND PROCESSES**

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

NETWORK SERVICES OUTLINE:

- **EDI SERVICES:**

  - **DLA EDI COLLECTION POINT**
  - **DAASO CP OPERATIONAL STATUS**
  - **VALUE-ADDED NETWORK (VAN) SERVICES**

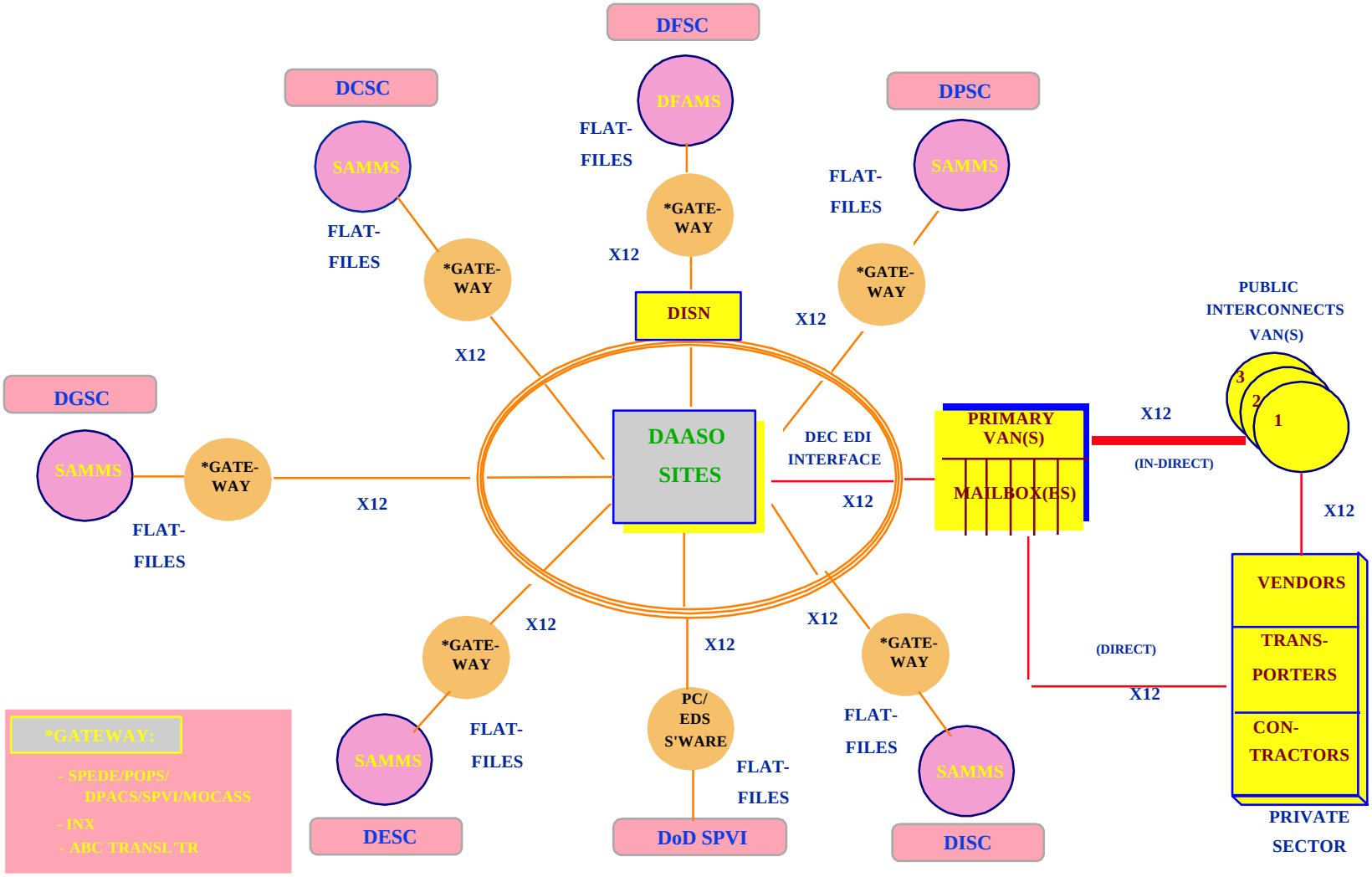
LOGISTICS INFORMATION SERVICES:

- **LOGISTICS INFORMATION NETWORK (LINK)**
- **DEFENSE LOGISTICS MANAGEMENT SYSTEM (DLMS)**
- **LOGISTICS INFORMATION PROCESSING SYSTEM (LIPS) / LOGISTICS RESPONSE TIME (LRT)**

EDI SERVICES (cont.):

• DLA EDI COLLECTION POINT:

DLA EDI IMPLEMENTATION

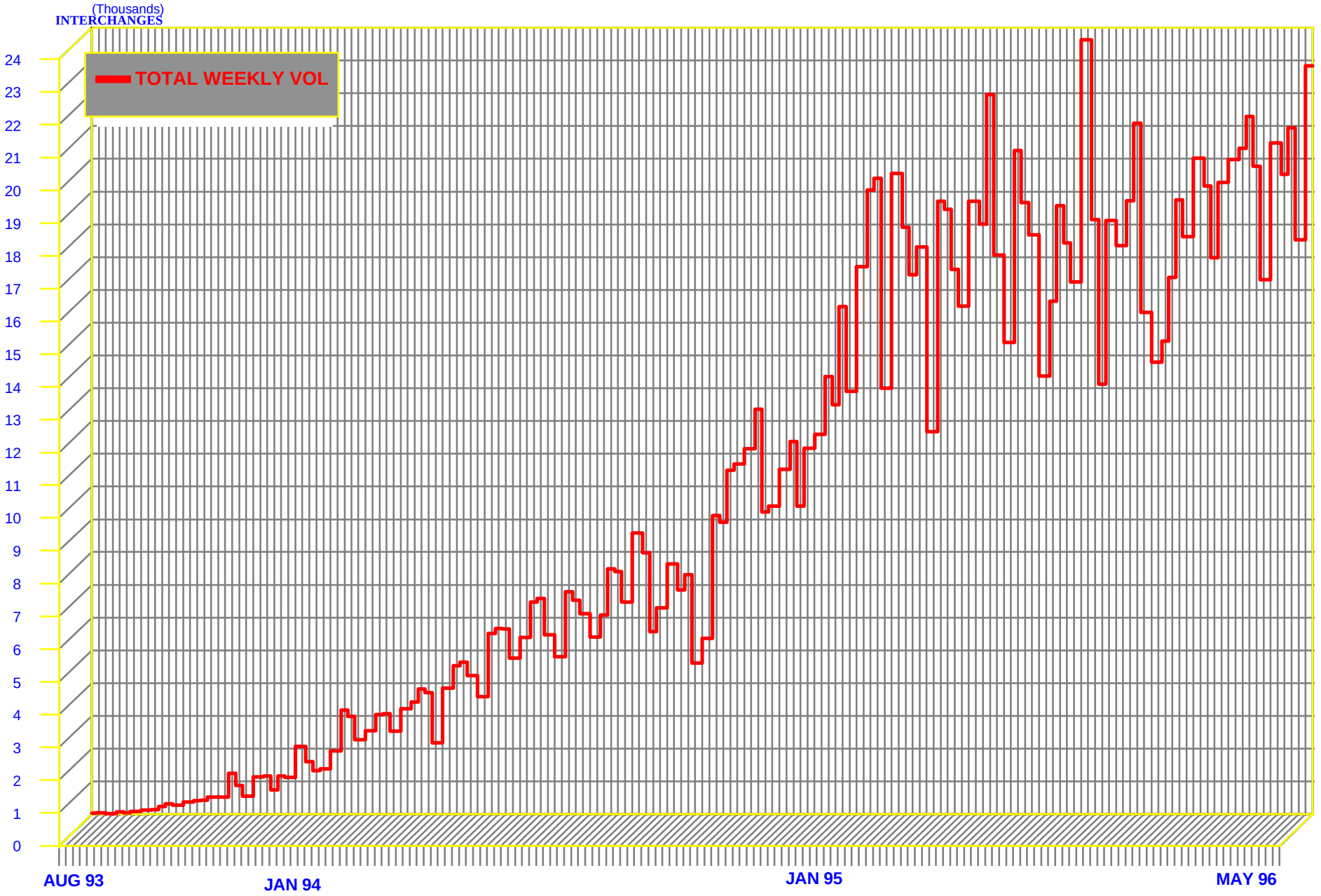


EDI SERVICES (cont.):

• **DLA EDI CP OPERATIONAL STATUS:**

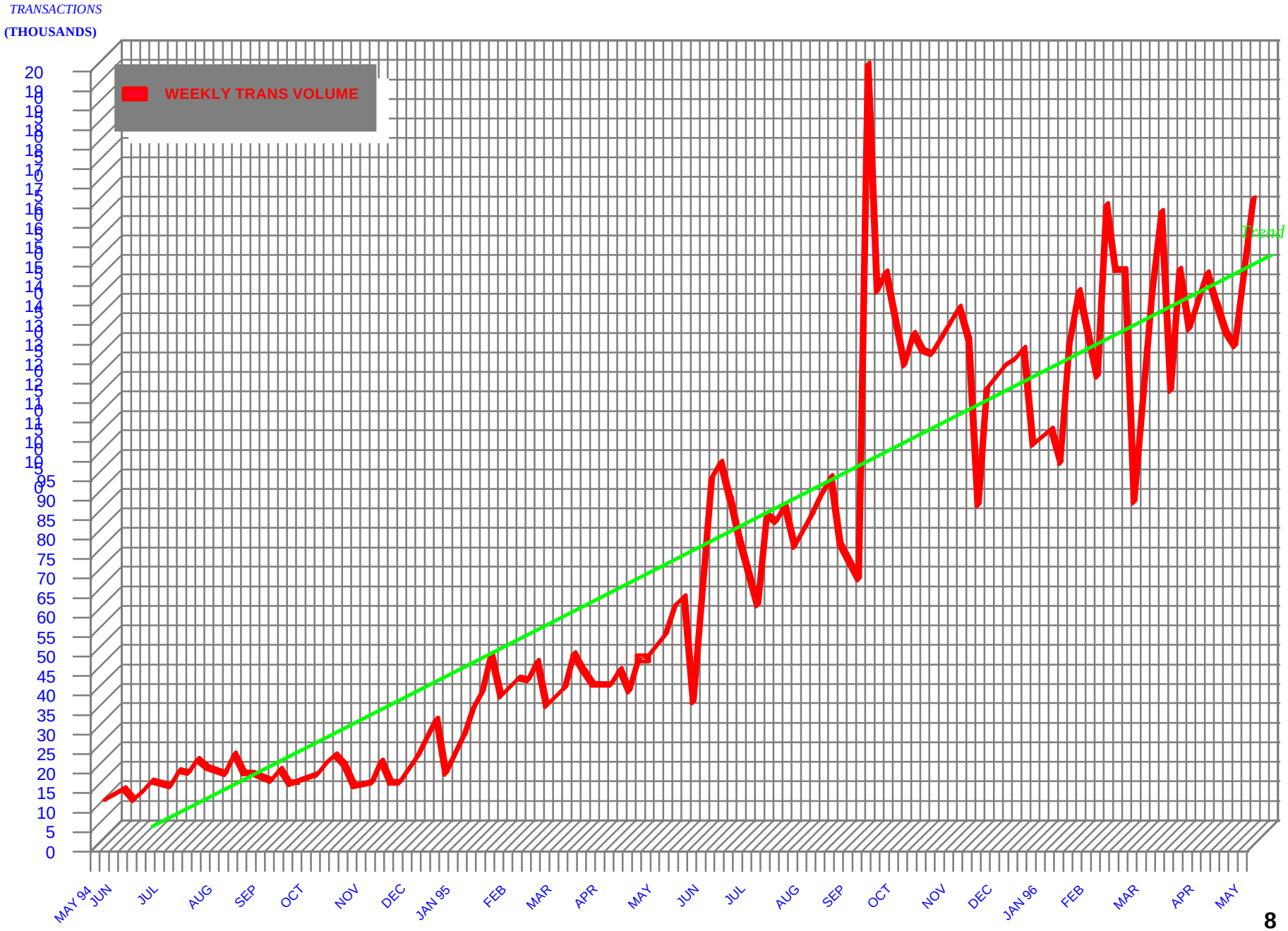
VANS/VASPS LINKED TO CP:	CONNECTIVITY	DATA TYPE:	PUBLIC FILES:
1) ADVANCED COMM SYS	FTP INTERNET	EDI	YES
2) ADVANTIS	BISYNC 9.6 BD/DIAL-OUT	EDI	NO
3) AIR INC.	*ASYNC 9.6 BD/DIAL-OUT*	*EDI*	*NO*
4) ALI CORP	FTP 56 KB DIRECT LINE	EDI/FOIA	YES
5) AT&T EASYLINK	BISYNC 9.6 BD/DIAL-OUT	EDI/FOIA	YES
6) COMTECH	FTP 56 KB DIRECT LINE	/FOIA	NO
7) COMP NET CORP	FTP INTERNET	EDI	NO
8) DAASC VAN	ASYNC OR BISYNC DIAL-IN OR -OUT/FTP	EDI	N/A
9) DATAMATIX	FTP 56 KB DIRECT LINE	EDI/FOIA	YES
10) DAY&DAY	FTP VIA DATAMATIX	EDI	NO
11) EDIABLE	FTP VIA DATAMATIX	EDI	NO
12) GAP INSTR	FTP INTERNET	EDI	NO
13) GEIS	BISYNC 9.6 BD/DIAL-OUT	EDI	NO
14) GPAS	FTP 56 KB DIRECT LINE	/FOIA	NO
15) HARBINGER	ASYNC 9.6 BD/DIAL-OUT	EDI	YES
16) INFOMAZE	FTP 56 KB DIRECT LINE	EDI/FOIA	NO
17) MCI	BISYNC 9.6 BD/DIAL-OUT	EDI	NO
18) MIS	FTP INTERNET	EDI	NO
19) PAYNE ENTERPRISES	FTP 56 KB DIRECT LINE	/FOIA	NO
20) SIMPLIX	FTP INTERNET	EDI	YES
21) SOFTSHARE	FTP INTERNET	EDI/FOIA	YES
22) SOS	ASYNC 9.6 BD/DIAL-OUT	EDI/(FOIA)	YES
23) SPRINT	ASYNC 9.6 BD/DIAL-OUT	EDI	NO
24) STERLING	BISYNC 9.6 BD/DIAL-OUT	EDI	NO
25) TOTAL PROC SRVS	FTP 56 KB DIRECT LINE	EDI/FOIA	NO
26) TRANSETTLEMENTS	ASYNC 14.4 BD/DIAL-OUT	EDI	NO
27) VANSAT	BISYNC 9.6 BD/DIAL-OUT	EDI	NO
TOTAL TPs	1927		

DAASC CP WEEKLY VOLUME
(AUG 1993 - MAY 1996)



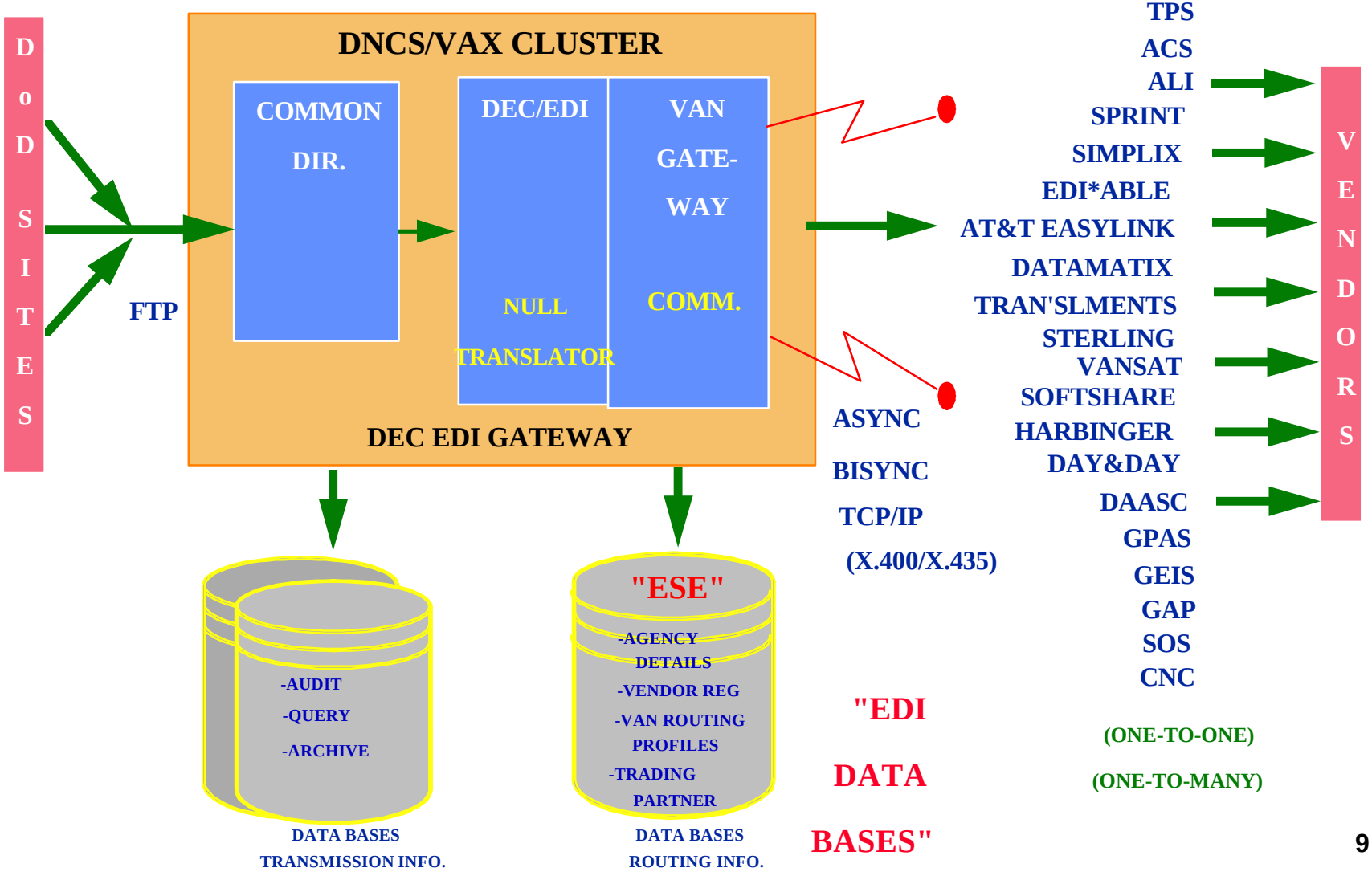
DAASC COLLECTION POINT WEEKLY VOLUME

(MAY 1994 - MAY 1996)



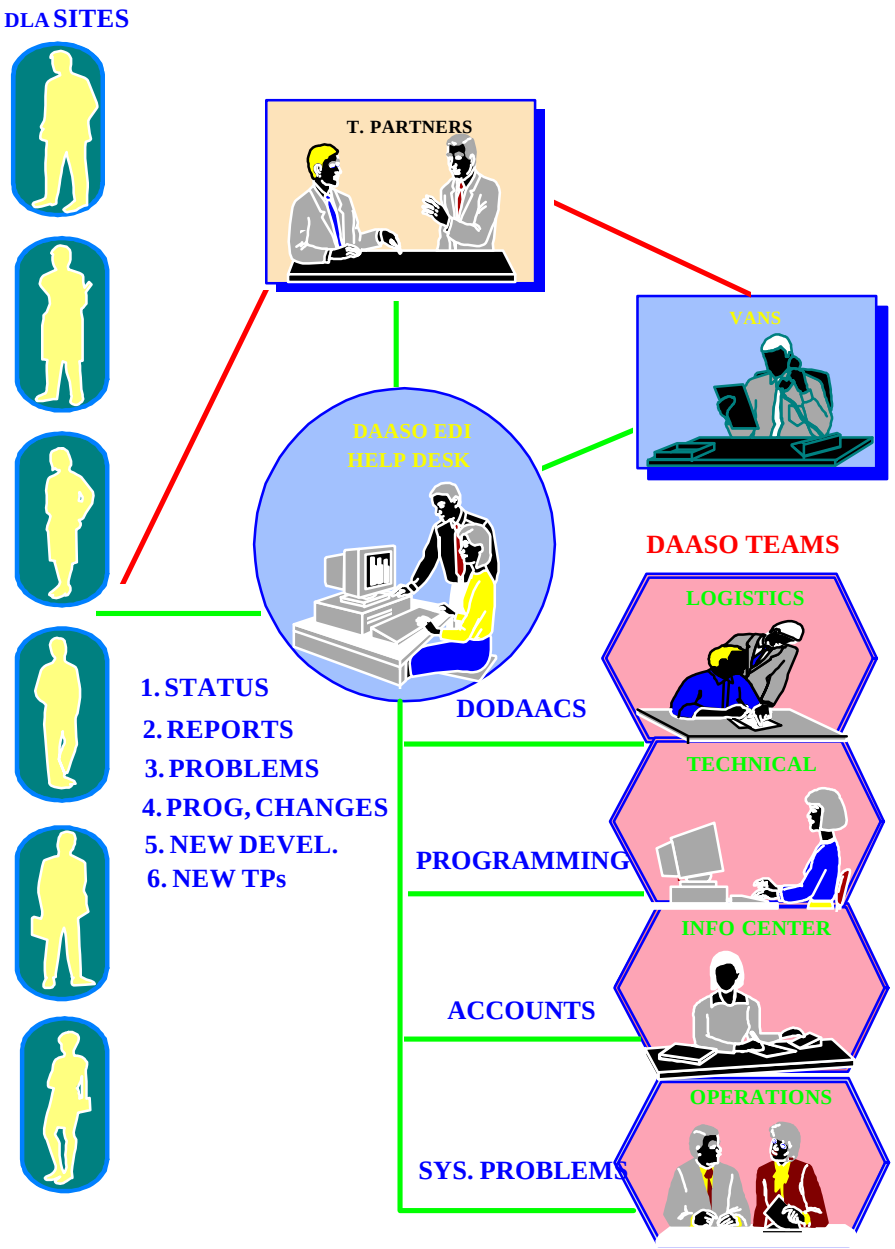
EDI SERVICES (cont.):

• DAASO EDI SWITCH:



EDI SERVICES (cont.):

• DAASC EDI HELP DESK:



DUTIES:

1.) MONITOR DAASO CP OPERATIONS:

A.) TRANS, STATUS.

B.) DISPOSITION.

C.) ID AND SOLVE PROBLEMS.

D.) COMPILE HISTORICAL DATA.

2.)INTERFACE W/DLA SITES, HQ DLA, VANS, TPs, DAASC TEAMS.

3.) COORDINATE NEW PROGRAMS, CHANGES, PROBLEM FIXES.

4.) SET-UP TP PROFILES/DB AT DAASC.

5.)ESTABLISH NEW TPs AT VANS.

6.) WEEKLY STATISTICAL REPORTS.

7.) MAXIM AUTOMATED PROBLEM REPORTING:
- AUTOMATED E-MAIL NOTIFICATION OF REJECTED FILES AND SYS. OPERATING PROBLEMS.

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

LOGISTICS INFORMATION SERVICES:

- **LINK CAPABILITIES:**

  - PROVIDES ENHANCED:

  *** VISIBILITY OF MATERIEL IN-TRANSIT TO OR WITHIN THE EUROPEAN THEATER OF OPERATIONS (ETO)**
  *** DISTRIBUTION OF LOGISTICS INFORMATION TO ETO END-USERS**

  - PROVIDES AUTOMATED RETRIEVAL OF SUPPLY AND TRANSPORTATION INFORMATION FROM ANY DATA BASE VIA THE DISN

  - FACILITATES LOGISTICS DECISION SUPPORT FOR EUCOM COMMAND CONTROL, & SUPPORT FUNCTIONS DURING PEACE OR WAR

  - LINK EXPANDED TO CONUS AND PACIFIC THEATER OF OPERATIONS (PTO)

  - LINK FUNCTIONAL CAPABILITIES AUGMENTED

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

LOGISTICS INFORMATION SERVICES:

- **WHY LINK?**

LOGISTICIANS NEED:

- **ITEM IDENTIFICATION INFORMATION**
- **REQUISITION STATUS**
- **STOCK AVAILABILITY**

LINK PROVIDES EASY ACCESS TO THIS INFORMATION VIA:

- **SINGLE LOG-ON ID**
- **STANDARD INTERFACE**

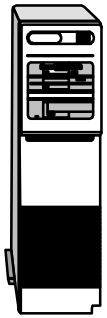
SOLVES COMMUNICATION PROBLEMS

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

LOGISTICS INFORMATION SERVICES:

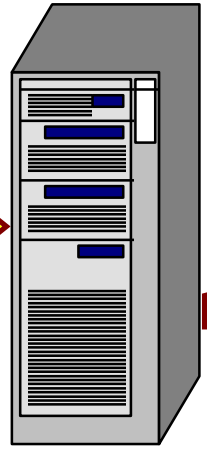
• **SINGLE ACCESS TO LOGISTICS INFORMATION:**

2.000 REGISTERED USERS



CLIENTS:

- GERMANY
- ITALY
- HAWAII
- DLA
- ASO



SERVERS:

- DAYTON, OH
- TRACY, CA

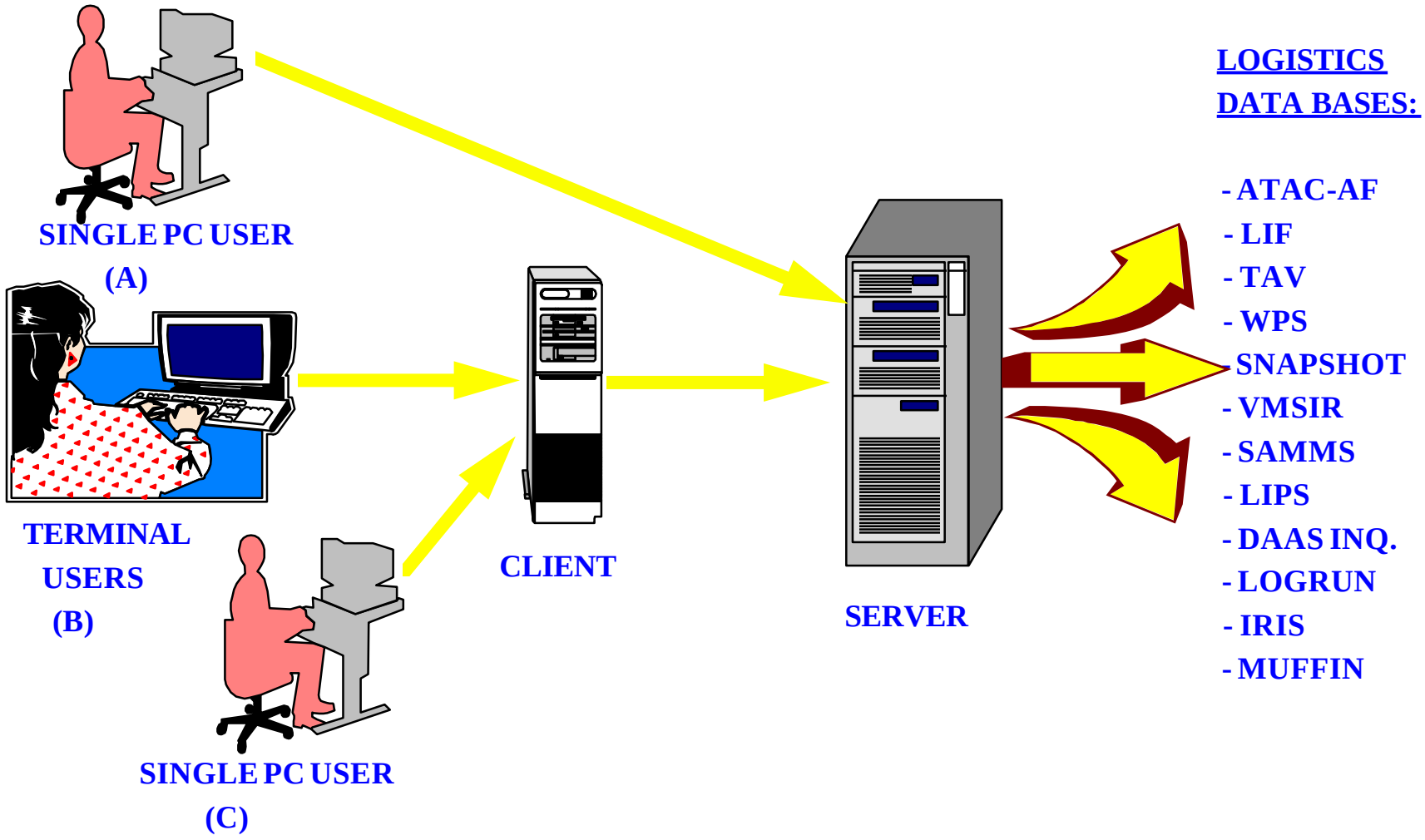
LOGISTICS DATA BASES :

- ATAC-AF
- LIF
- TAV
- WPS
- SNAPSHOT
- VMSIR
- SAMMS
- LIPS
- DAAS INQ.
- LOGRUN
- IRIS
- MUFFIN

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

LOGISTICS INFORMATION SERVICES:

• **LINK ENHANCEMENTS:**



LOGISTICS DATA BASES:

- ATAC-AF
- LIF
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LOGISTICS INFORMATION SERVICES:

- **DLMS CAPABILITIES:**

- ENHANCED LOGISTICS SYSTEM INTER-SERVICE /AGENCY/INDUSTRY INTERFACES AND DATA FLOWS

- MODERN DATA PROCESSING AND TELECOMMUNICATIONS TECHNOLOGIES INCORPORATED IN PROCESS

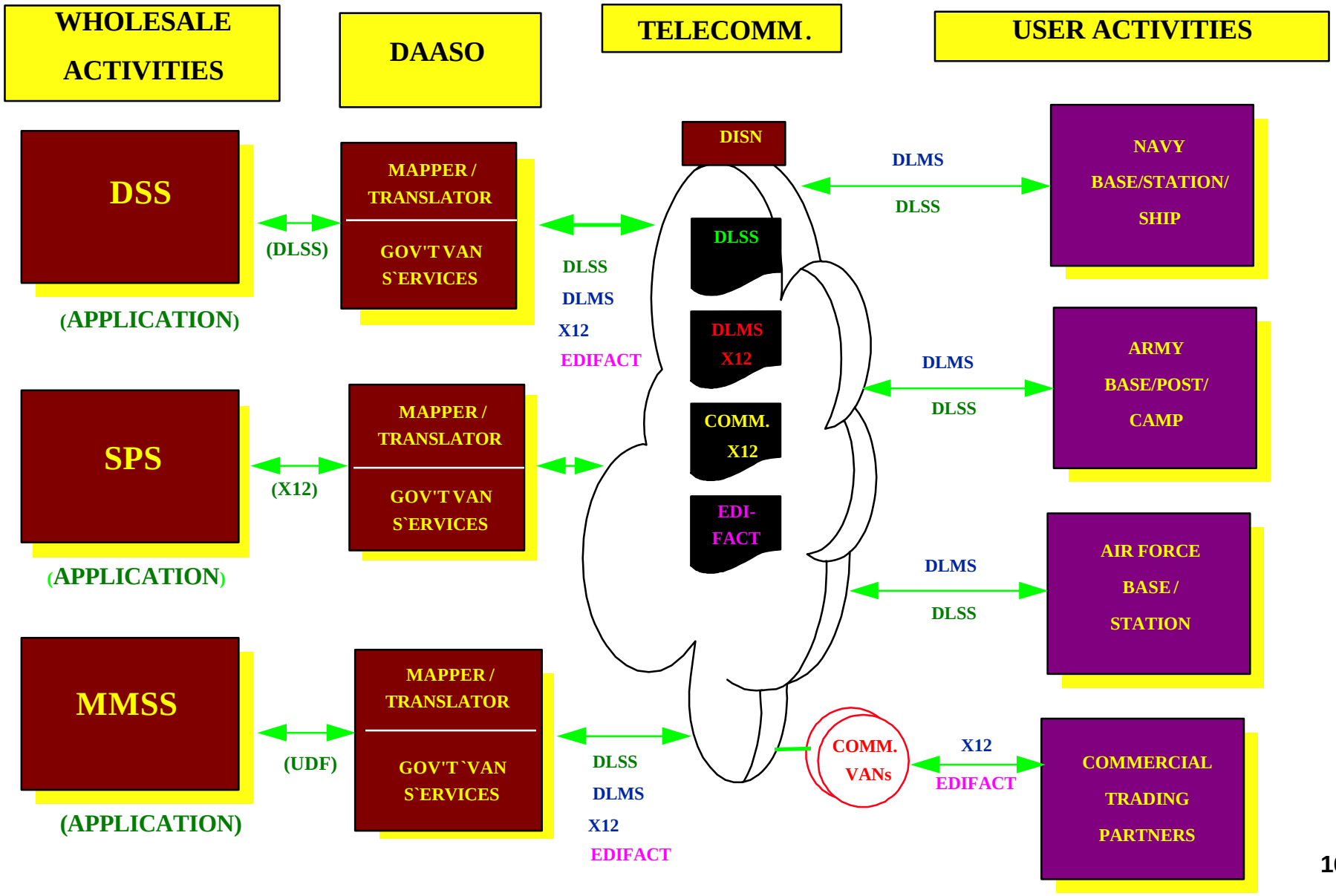
- INCREASED TRANSACTION FLEXIBILITY (DLMS/ANSI X.12 VARIABLE-LENGTH TRANSACTIONS)

- IMPLEMENTATION OF CHANGES AND IMPROVEMENTS SIMPLIFIED

- ADDITIONAL INFORMATION REQUIREMENTS/DATA ELEMENTS SUPPORTED

- TRANSLATION/CLGN SUPPORTS DLSS<-->DLMS INTER-OPERABILITY

DoD TRANSACTION DISTRIBUTION PROCESS:



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LOGISTICS INFORMATION SERVICES:

- **LIPS / LRT:**

- TOTALLY INTEGRATED INFORMATION SYSTEM (IBM DB2) INCLUDES:

* TRANSACTION PROCESSING
* LOGISTICS FUNCTIONS
* DATA ADMINISTRATION

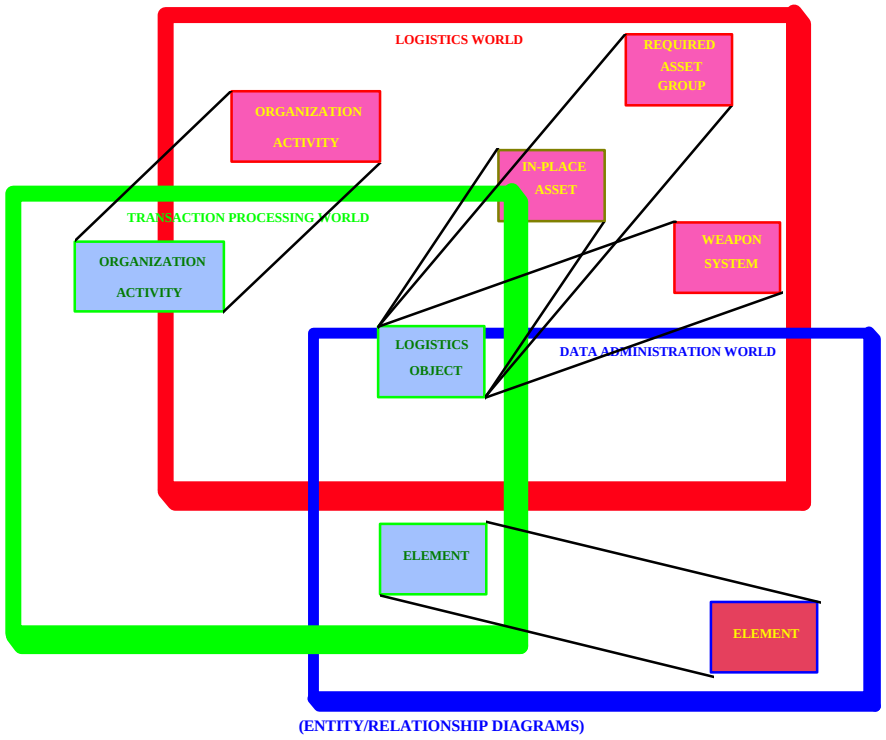
- SUPPORTS TOTAL LOGISTICS SPECTRUM:

* REQUIREMENTS
* ACQUISITION
* SUPPLY
* MAINTENANCE
* REUTILIZATION & MARKETING

- KEY COMPONENT IN DoD TOTAL ASSET VISIBILITY (TAV) INITIATIVE

- LRT NODE--TO-NODE MEASUREMENT

LIPS RELATIONAL DATA BASE MODEL



(ENTITY/RELATIONSHIP DIAGRAMS)

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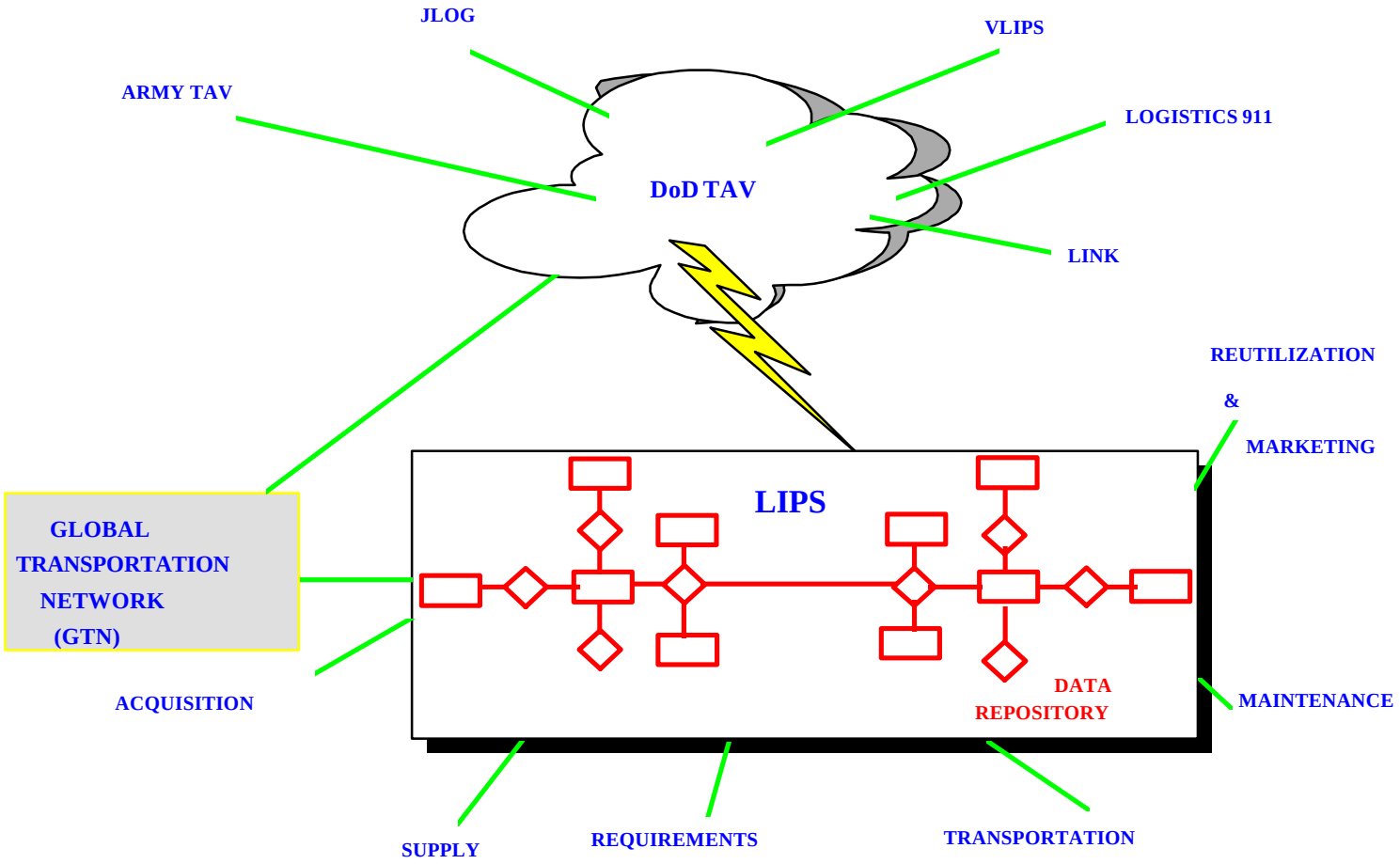
LOGISTICS INFORMATION SERVICES:

- **LIPS / LRT:**

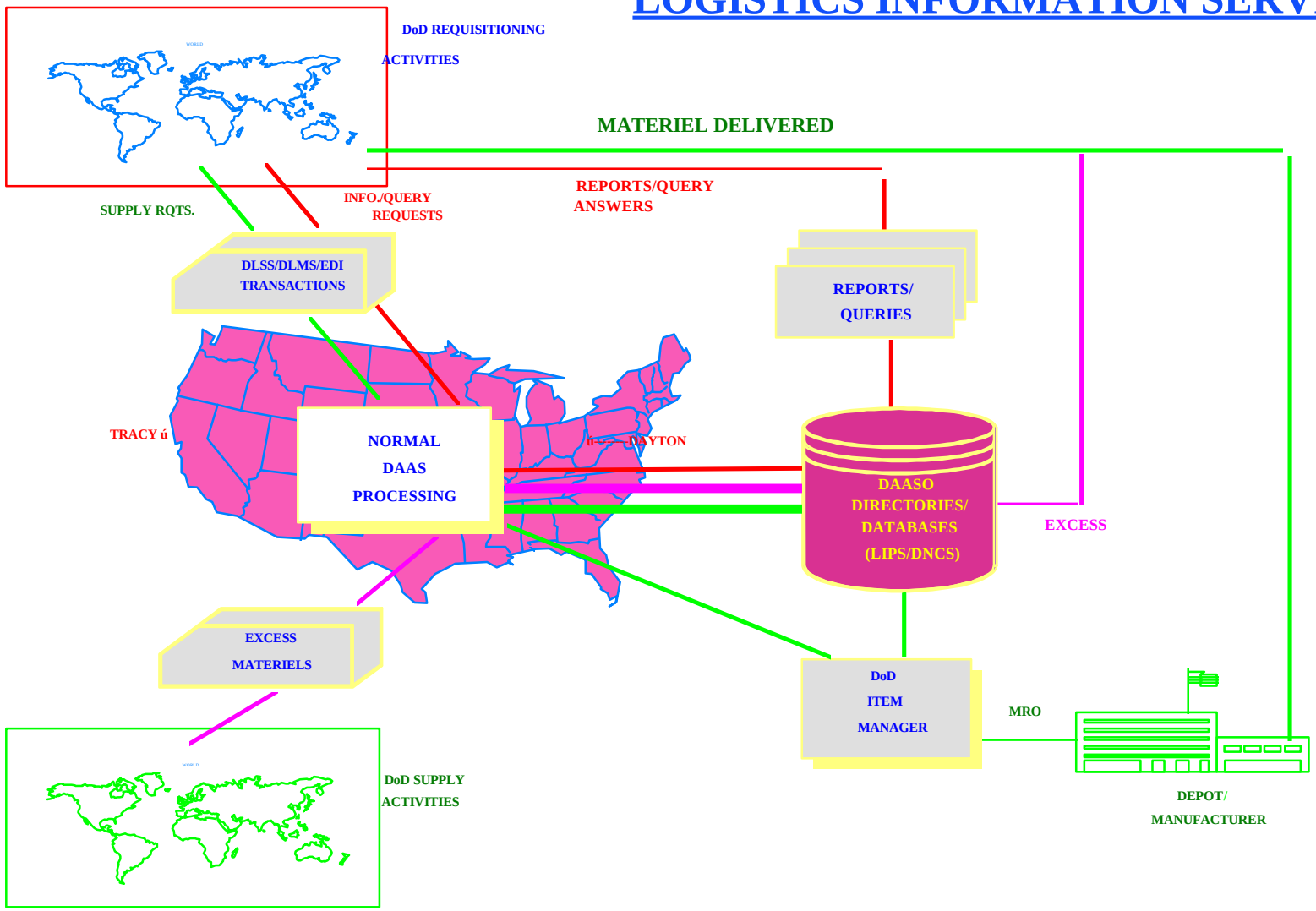
SOURCE DATA REPOSITORY



DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

•**LIPS / LRT:**

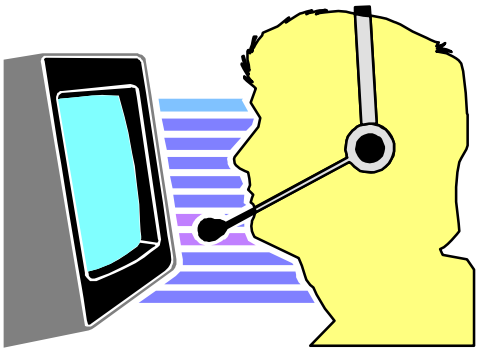
LOGISTICS INFORMATION SERVICES:



DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

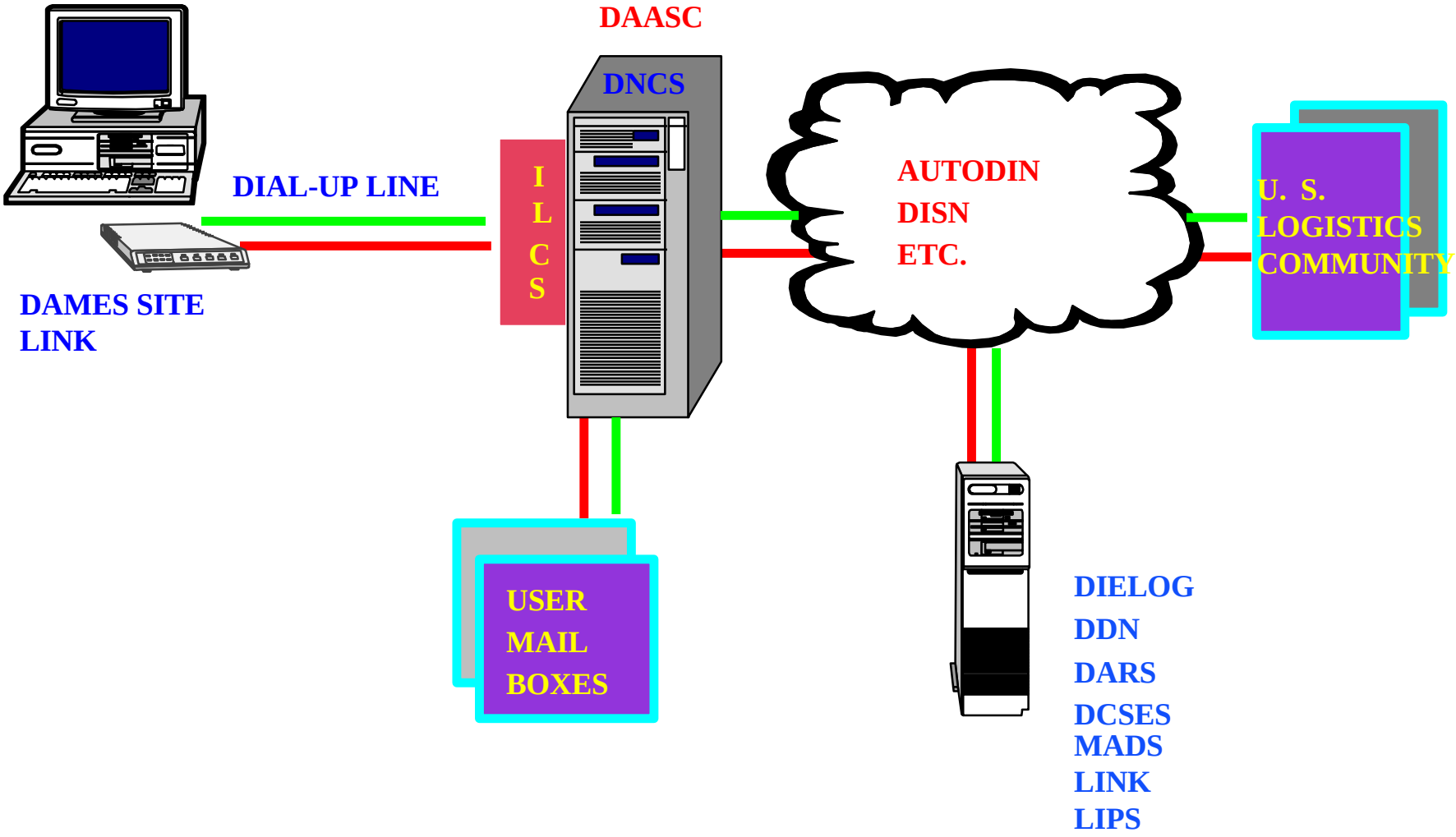
OUTLINE:

- **CUSTOMER SUPPORT:**
  - **HELP DESK**
  - **INFORMATION CENTER**
- **DAASC PRODUCT / PROCESS SUPPORT:**
  - **DAMES**
  - **DDN**
  - **DCSES (CBD)**
  - **DIELOG**
  - **DARS**
  - **MADS**
  - **LINK**
  - **LIPS**



DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

OUTLINE (CONT.):



DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

DAASO PRODUCT / PROCESS SUPPORT:

- **DAAS AUTOMATED MESSAGE EXCHANGE SYSTEM (DAMES):**

PURPOSE: PROVIDES FIELD ACTIVITIES, WITHOUT AUTODIN / DDN CONNECTIONS, A COMMUNICATIONS LINK INTO THE DoD LOGISTICS SYSTEM, VIA THE DAAS

REQUIREMENTS : PC BASED SOFTWARE PACKAGE WHICH CAN SEND / RECEIVE STANDARD LOGISTICS TRANSACTIONS AND NARRATIVE MESSAGES, VIA A MODEM AND STANDARD TELEPHONE LINES

DISTRIBUTION : 1200+ DAMES / INTERNATIONAL LOGISTICS COMMUNICATIONS SYSTEM (ILCS) CUSTOMERS WORLDWIDE

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DAASO PRODUCT / PROCESS SUPPORT (CONT.):

- **DAAS INTEGRATED E-MAIL LOGISTICS (DIELOG):**

PURPOSE: PROVIDES ACTIVITIES THE CAPABILITY TO SEND / RECEIVE STANDARD LOGISTICS TRANSACTIONS THROUGH THE DAAS, VIA E-MAIL

REQUIREMENTS: :

- DISN CONNECTIVITY AND THE ABILITY TO SEND / RECEIVE E-MAIL UTILIZING SIMPLE MAIL TRANSFER PROTOCOL (SMTP)

- MESSAGE LENGTH LIMITED TO 200K BYTES

DISTRIBUTION: : 80 DIELOG CUSTOMERS

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DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **DEFENSE DATA NETWORK (DDN) :**

PURPOSE: PROVIDES A PACKAGE WHICH ENABLES ACTIVITIES TO CONSTRUCT STANDARD FILE AND SEGMENT HEADERS FOR TRANSMISSION OF LOGISTICS TRANSACTIONS TO THE DAAS OVER NON-AUTODIN NETWORKS (e. g. DISN/SNA/DECNET)

REQUIREMENTS:

- **DISN CONNECTIVITY AND THE ABILITY TO UTILIZE FILE TRANSFER PROTOCOL (FTP)**
- **USE OF DAASC DDN FILE NAMING CONVENTINS**

DISTRIBUTION: 2400+ DDN CUSTOMERS

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DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **DAASC AUTODIN REPLACEMENT SYSTEM (DARS) :**

PURPOSE:

- PROVIDE ASSISTANCE TO ACTIVITIES IN TRANSITIONING THE TRANSMISSION OF STANDARD LOGISTICS TRAFFIC FROM AUTODIN TO NON-AUTODIN NETWORKS

- FACILITATES COMMUNICATIONS AND FILE TRANSFER BETWEEN CLIENT AND HOST SYSTEMS

- ENABLES DELIVERY OF TRANSACTIONS TO THE DAAS FOR ROUTING AND PROCESSING

REQUIREMENTS: DISN CONNECTIVITY

DISTRIBUTION: INCLUDED IN DDN CUSTOMER COUNT

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DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **DLA COMMERCE BUSINESS DAILY SYNOPSIS ENTRY SYSTEM (DCSES) :**

PURPOSE:

- **PROVIDES AN AUTOMATED SYSTEM THAT ROUTES CBD SUBMISSIONS TO THE DAAS FROM DoD ACTIVITIES**

- **SUBMISSIONS ARE ELECTRONICALLY CONVERTED INTO THE REQUIRED FORMATS AND TRANSMITED TO THE CBD PRESS OFFICE FOR PUBLICATION**

REQUIREMENTS: DISN CONNECTIVITY

DISTRIBUTION: 15 CBD CUSTOMERS

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DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **MESSAGE ACCOUNTABILITY DELIVERY SYSTEM (MADS) :**

PURPOSE: DESIGNED TO PROVIDE A METHOD TO TRANSITION DATA PATTERN TRAFFIC FROM AUTODIN ON TO THE DLA CORPORATE NETWORK (DCN)

REQUIREMENTS: JOINT DEVELOPMENT EFFORT BETWEEN DSAC AND DAASC THAT RUNS IN AN SNA (IBM) ENVIRONMENT

DISTRIBUTION: 18 MADS CUSTOMERS

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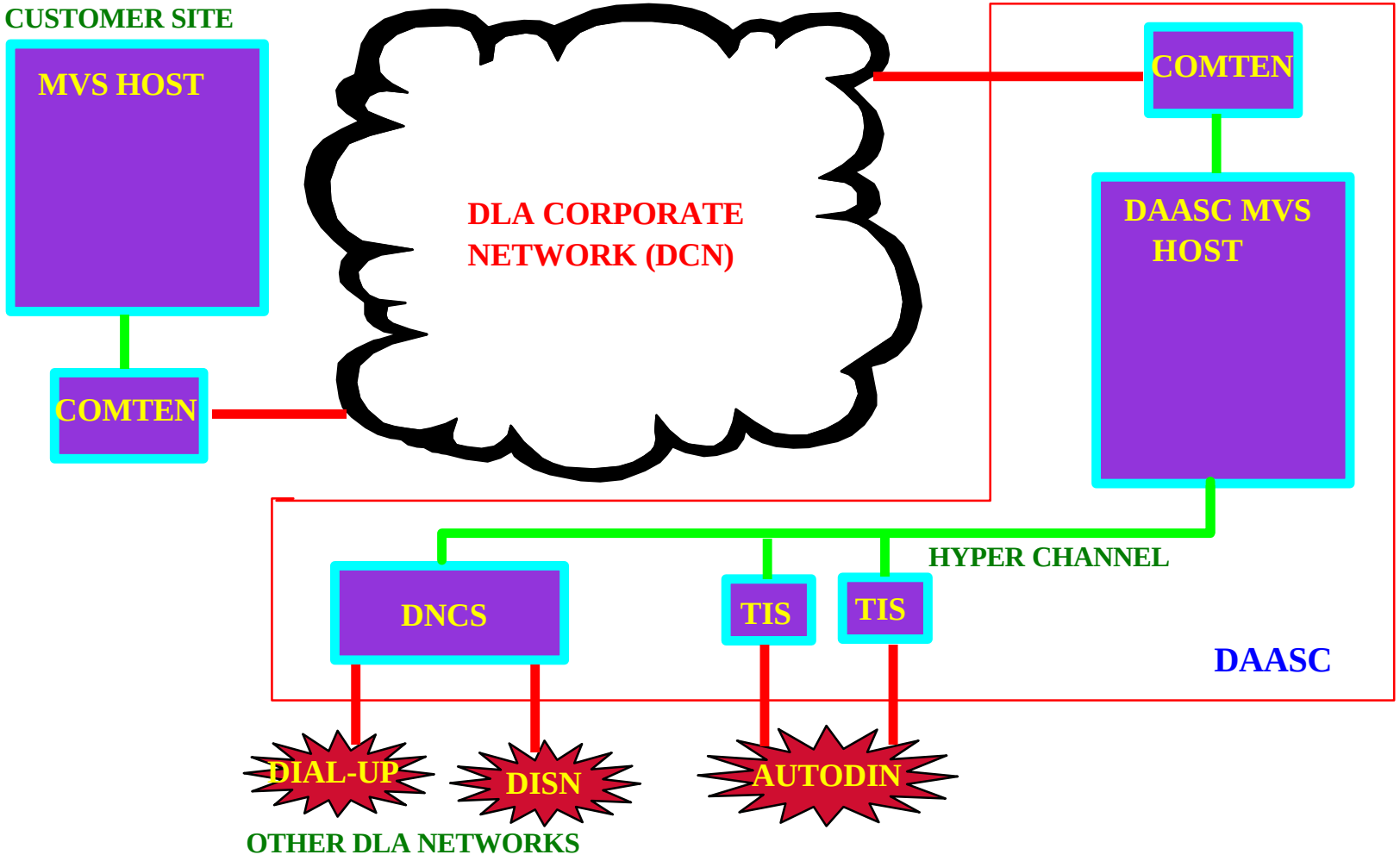
DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **MADS ARCHITECTURE:**



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DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **LOGISTICS INFORMATION NETWORK (LINK) :**

PURPOSE: PROVIDES ACCESS TO LOGISTICS AND TRANSPORTATION DATA BASES

REQUIREMENTS: EITHER A DIAL-UP MODEM OR INTERNET CONNECTIVITY

DISTRIBUTION: 1200+ LINK CUSTOMERS

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

DAASC PRODUCT / PROCESS SUPPORT (CONT.):

- **LOGISTICS INFORMATION PROCESSING SYSTEM (LIPS) :**

PURPOSE: A RELATIONAL DATA BASE THAT PORTRAYS THE LOGISTICS TRANSACTION LIFE CYCLE

REQUIREMENTS: NETWORK CONNECTIVITY AND TCP/IP

DISTRIBUTION: 600+ LIPS CUSTOMERS

DAASO NETWORK SYSTEMS AND CUSTOMER SERVICE HELP DESK

CUSTOMER SUPPORT:

- **HELP DESK :**

  *** TELEPHONE: DSN 986-5914 OR**

  COM (513) 296-5914

- **INFORMATION CENTER:**

  *** E-MAIL: INFOCENTER@DAAS.DLA.MIL**

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